

Goal 3: Improve consumer satisfaction and engagement with VR services

Objective 1: Obtain qualitative information on consumer satisfaction and engagement

Objective 2: Increase consumer engagement by improving communication with and access to staff/team

Objective 3: Develop policies to enhance engagement of underserved populations

Objective 4: Collaborate with community partners to improve processes to make it easier for consumers to obtain services and supports

Activity 1.1 Increase response rate of consumer satisfaction surveys at four points in VR process.

Activity 2.1 Set a standard for contact with consumers (at least once every 30 days).

Activity 3.1 Conduct case reviews on communication assessments for hearing impaired (to result in?)

Activity 4.1 Develop and maintain information on community resources and services (including the Hotline for Disability Services).

Activity 1.2 VR will collaborate with SRC to explore and implement alternative strategies to effectively obtain consumer satisfaction information.

Activity 2.2 Incorporate Bridges out of Poverty and Life Coaching approaches such as: extended hours; motivational interviewing; and backwards planning into VR strategies.

Activity 3.2 Develop policy to address service needs of consumers who are 65 years and older.

Activity 4.2 Establish a standard for contact with Community Action Partnerships and Workforce Development (weekly).

Activity 1.3 Obtain regular input on consumer concerns via feedback from Ombudsman and CAP and their recommendations for policy changes.

Activity 2.3 The Office Director will meet with consumers (on a case by case basis) who have been closed unsuccessful in the past and are reapplying to review what has changed since the last time.

Activity 4.3 Collaborate with Workforce Development to reduce duplication of information collected from consumer and the services that are provided.